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IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE

In the application of : HESSION, Patrick et al.

Serial No. : 10/741,518

Filed : December 19, 2003

For : Methods of monitoring communications sessions in a contact centre

Examiner : HONG, Harry S.

Art Unit : 2614

Confirmation No. : 4428

Attorney Docket No. : 920673-95340

RESPONSE TO OFFICE ACTION OF APRIL 25, 2008

Honorable Director of Patents and Trademarks

PO Box 1450

Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of April 25, 2008, the Applicants make the following amendments and remarks: